

**COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION  
CULTURAL COMPETENCY COMMITTEE MEETING MINUTES**

**Date: 6/12/2013**

**Present:** Aminah Ofumbi, Didi Hirsch; Andrea Nutton, TMTANF; Andy Vigil, Drew Child Development; Ann Lee, Long Beach-South Bay Geo Initiative; Camille Do, API Family Center, L.B (teleconference); Dennis Murata, PSB Deputy Director (teleconference); Evelyn Clark, Multi-service Family Center (teleconference); Harold Turner, NAMI Urban L.A.; Haydeh Fakhrabadi, OASOC; Helena Ditko, Office of Family Engagement (teleconference); James Randall, SA 2 Administration; Kaliah Salas, DMH (sent a representative); Krista Scholton, DMH, Office of Integrated Care; Leticia Ximénez, Community and Government Relations Division, CCC Co-Chair; Luis Garcia, Tri City MHS; Lupe Ayala, SA7 Administration; Marc Borkheim, PSB-QID, CC Unit; Mariko Kahn, PACS/API UREP (teleconference); Martha Drinan, PSB/QID; Martin Hernandez, Patient's Rights Office; Michael Fitzgerald, Healthview, Inc. (teleconference); Michael Tredinnick, ACCESS Center, CCC Co-Chair; Mirtala Parada Ward, PSB-QID, UREP; Moses Adegbola, PSB-QI, Data/GIS Unit (teleconference); Phyllis Coto, Empowerment Advocacy; Roy A. Brown, VET 2 VET; Sandra Chang-Ptasinski, PSB-QID, CC; Sandra Clayton, LACC; Shirley Flournoy, TAY Division; Stephanie Yamada, PACS; Susan Moser, DMH-HRB; Tamara Bess, The Village Family Services; Tomas Martinez, Pepperdine University; Mitsuru Kubota, Asian Pacific Mental Health Center; Trudy Washington, PSB-QID, CC Unit; and Tye Claibourn, Santa Clarita MHC.

Agenda Items	Comments/Discussion/Recommendations/Conclusions	Action Item	Person(s) Responsible
<b>Welcome &amp; Introductions</b>	Attendee introductions		Co-chairs
<b>Review of Minutes</b>	5/8/13 minutes reviewed and approved.		Co-Chairs

<p><b>ESM Update</b></p> <p>SA Provider Directories</p>	<p>For review and discussion, the Committee was provided a copy of the "Summary of CCC Recommendations for Inclusion of Culture in SA Provider Directories". The final CCC recommendations for the Provider Directories include:</p> <ul style="list-style-type: none"> <li>• Changing the current section for "Language" to "Language/Culture"</li> <li>• Changing the current section for "Services" to "Services/Programs" and providing information on specific programs such as Cal Works and Wellness Centers.</li> <li>• Adding non-DMH community resources as a new category that provides information on services such as NAMI, parenting classes, domestic violence, parent support group and other types of support groups.</li> </ul>	<p>PSB-QID, CC Unit</p>	<p>Sandra Chang-Ptasinski, Ph.D., Supervising Psychologist</p>
<p><b>Presentations:</b></p> <p>LACDMH Health Care Reform Planning Process Update</p>	<ul style="list-style-type: none"> <li>• LACDMH has been looking ahead to determine how to prepare for the Affordable Care Act, which takes effect in 2014. The planning process has centered on the Triple Aim, which highlights the importance of improving health, reducing or controlling costs and ensuring a positive client experience.</li> <li>• In order to achieve these goals and prepare for health care reform, the Department initiated 10 workgroups, described in the handout "Health Care Reform Readiness Workgroups." Seven of the workgroups were opened to participants outside of DMH (with the exception of Workforce Excellence, Managed Care Design and Financial Modeling), and 224 people signed up to be involved in the process: 16% were representatives from DMH directly-operated programs, 57% were representatives from contract agencies, and 38% were representatives from various stakeholder groups including UREP, Clergy Advisory Committee,</li> </ul>	<p>PSB, Office of Integrated Care</p>	<p>Krista Scholton, M.S.W./M.P.A. Health Program Analyst II</p>

<p><b>2013 Workgroup Updates</b></p>	<p>Client Congress, Commission for Children and Families, DHS, DPSS, DCFS, Mental Health Commission, NAMI, SLT, etc.</p> <ul style="list-style-type: none"> <li>• Cultural competency has been a central component of the planning process. For one, in order to accomplish the aim of “positive client experience,” services must be provided in a culturally competent manner, by culturally sensitive staff, in order for the services to be effective and for the client to have a good experience. Additionally, cultural competency was discussed in each of the workgroups that addressed service delivery.</li> <li>• The final recommendations from the workgroups are being compiled now and will result in an Implementation Plan for the Department.</li> </ul>		
<p>Family and Spirituality Training Recommendations Subcommittee Updates</p>	<ul style="list-style-type: none"> <li>• Handout was distributed with information pertaining to:               <ol style="list-style-type: none"> <li>1) Review of Documents to Facilitate Development of Family &amp; Spirituality Training Guidelines</li> <li>2) DMH Office of Family Engagement</li> <li>3) DMH Translation and Interpretation Services (TIS)</li> <li>4) DMH Training Division Bulletins</li> </ol> </li> </ul>	<p>Service Area 8 Administration</p>	<p>Ann E. Lee, Ph.D. Clinical Psychologist II</p>
<p>CDRP—Similarities and Differences Between Ethnic/Cultural Groups</p>	<ul style="list-style-type: none"> <li>• The workgroup is presently engaged in producing a PowerPoint that will provide an overview of the content of each of the reports.</li> <li>• In collaboration with the Cultural Competency Unit, a matrix table is being developed. The matrix will crosswalk the recommendations from each of the reports.</li> </ul>		<p>Marc Borkheim, Ph.D. Clinical Psychologist II</p>

Reduction of Criminalization via Needs Assessment workgroup	<ul style="list-style-type: none"> <li>• The CRDP—Cultural Similarities and Differences Workgroup is also organizing a speaker presentation on “Rites of Passages in Adolescence and Childhood”. It is scheduled for mid-August at the California Endowment Center. At this time, two speakers have been identified for the presentation, one from the Philippines and one from Iran.</li> <li>• The tentative date for tour of Twin Towers County Jail on June 12<sup>th</sup> did not pan out due to regulation changes. The group remains in the process of learning more and interviewing knowledgeable individuals about the incarceration process.</li> </ul>	SA 3 Administration	James Randall, M.S.W.
Cultural Competency e-News Column	<ul style="list-style-type: none"> <li>• The goals and objectives of e-News articles were reviewed. During the larger CCC meeting, attendees were requested to submit articles for publication in the e-News “Cultural Competency Corner.” Guidelines for publications, received from PIO, were explained to the group. In an effort to expedite the current process, the e-News subcommittee remains in the process of preparing timeline expectations for the approval of articles to be submitted to PIO. In addition, the reviewer expectations are being developed for publication (so that authors will be aware of the criteria upon which recommendations for changes will be made).</li> <li>• Two of the three articles that have completed the approval process have been published.</li> </ul>	ACCESS Center	Michael Tredinnick and Leticia Ximenez, CCC Co-Chairs
<b>Next meeting</b>	Wednesday, July 10, 2013; 1:30 pm to 3:30 pm 550 S. Vermont Ave., 10 <sup>th</sup> Floor Conference Room		

Respectfully Submitted,